Telligen

Just Culture

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Just Culture Introduction

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We've all been there:

- **Medication Errors**

- **Failure to check patient identification**

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■ **Why did these accidents happen?**

How what can we do to prevent them from happening again?

How do we judge the clinicians involved?

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Problem Statement

■ Accountability
  – Who is responsible for the system performance?
  – Who is responsible for individual performance?

■ Punishment
  – Where does it work?
  – When is it needed?

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- "There are activities in which the degree of professional skill which must be required is so high, and the potential consequences of the smallest departure from that high standard are so serious, that one failure to perform in accordance with those standards is enough to justify dismissal." Lord Denning, English Judge

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- "People make errors, which lead to accidents. Accidents lead to deaths. The standard solution is to blame the people involved. If we find out who made the errors and punish them, we solve the problem, right? Wrong. The problem is seldom the fault of an individual; it is the fault of the system. Change the people without changing the system and the problems will continue."

  - Don Norman
  - Apple Fellow

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Just Culture is About

- Creating an open, fair, and just culture
- Creating a learning culture
- Designing safe systems
- Managing behavioral choices

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The Behaviors We Can Expect

- **Human error** - inadvertent action; inadvertently doing other that what should have been done; slip, lapse, mistake.

- **At-risk behavior** - behavior that increases risk where risk is not recognized, or is mistakenly believed to be justified.

- **Reckless behavior** - behavioral choice to consciously disregard a substantial and unjustifiable risk.

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Accountability for our Behavioral Choices

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Human Error	At-Risk Behavior	Reckless Behavior
Product of our current system design	Unintentional Risk-Taking	Intentional Risk-Taking
Manage through changes in:	Manage through:	Manage through:
•Processes •Procedures •Training •Design •Environment	•Removing incentives for at-risk behaviors •Creating incentives for healthy behaviors •Increasing situational awareness	•Remedial action •Disciplinary action
CONSOLE	**COACH**	**PUNISH**

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Introductions

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- Loring Hospital – Michele Suggitt, RN

- Knoxville Hospitals and Clinics – Christine Buttell

- Regional Medical Center -

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